

Izzat Mahfouz Shubeita

Zallaq Area – Bahrain

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EDUCATION

- **February 2011** Bio-chemistry certificate from Al-Quds (Bard) University
 - **May 2010** BA in Hotel Management graduate with distinction- Bethlehem University
 - **June 2006** Scientific Tawjihi High School Certificate, College Des Frères Jerusalem
 - **March 2004** Passed Delf & Dalf French Language exams
 - **February 2004** GCE Passed 8 O-Level subjects (British High-Level Exams)
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SPECIAL TRAINING

- Bethlehem University Dining room, Banqueting and Kitchen
 - Dining Room “*mise en place*” set up Service and Kitchen at Jasir Palace Inter-Continental Hotel, Bethlehem and Inter-Continental Hotel, Jericho
 - Certificate for attending Service Skills and Interpersonal Communication
 - Handling complaints and converting them to a positive feedback
 - Leadership and Management skills
 - Sales and Marketing techniques
 - Cross exposure with Accounts and P&L forecasting
 - Telephone Etiquette
 - TSA Solutions Upsell Program
 - Leading Customer-Focused Teams
 - Revenue Yielding
 - PCI DSS and DCC programs for Credit Card
 - French Elegance Ambiance
 - Fit for Business Universal
 - Priority and Resolution Training (Handling Guests Complaints)
 - Sofitel Attitude and Sofitel Appearance (Personality Development Training)
 - Keys of Luxury Experience
 - Keeping the Basics Right
 - Completion of the Course Managing Change
 - Hotel Revenue Management
 - Accor Brand Core Essentials Training
 - Magnifique Journey /Sofitel Blue-Print /Cousu-Main Experience “Service from the Heart”
 - Living the Brand Experience / Enabling Excellence / Transformers / Living the French Way
 - TARS (the Accor Reservation System) - Accor Reservation Program
 - ACDC – Accor Customer Digital Card
 - ALL (Accor Live Limitless) Loyalty Program
 - ALL-SAFE Training – Covid 19
 - AXA Medical Services – ALL-safe Standard requirements
 - Protecting Children from Abuse – ALL
 - The components of Budgeting and Payroll Costs in Hospitality
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Achievements for Sofitel Zallaq Thalassa Sea & Spa – Zallaq, Bahrain

- Being among top 5 hotels in ALL / Le Club contribution (Loyalty Program)
- One of the Highest ALL enrolments within MEA
- High numbers of Enrolments for the First time stay within Accor properties
- 0.01% for the Le Club Retro Claim (Loyalty Program) – Lowest score among Accor
- Highest OES (OPINION ENGAGEMENT SURVEY) scores as a Department & as a Hotel
- Hiring highly qualified heartiest and promoting within the department
- Upgrading the Front Desk / Reception (New Programs, Machines & Terminals)
- Visible increase on GSS/ NPS / RPS Scores (Rank 3 among all GCC Countries)
- ACDC (Accor Customer Digital Card) – top 10 hotels contribution
- Sparkles (Cousu Main – Service from the Heart) – top 10 hotels contribution
- Increasing the ADR by raising up the bar for Upselling charges
- LQA score 98.70% (6th hotel among all Sofitel's worldwide – 2nd among MENA)
- TripAdvisor & Booking.com Ranking is the highest in Bahrain
- Creating New VIP amenities in order to reduce the Cost
- Upgrading the Executive Lounge and creating a new menu to reduce the cost
- Increasing the hotel Transportation revenue by cutting out the 3rd party LIMO company
- Re-structuring the Front Office manning in order to reduce the Payroll
- Creating a New Luggage room in order to enhance the operation
- Reallocating the Lobby furniture in order to maximize the lobby capacity for arrivals
- Renovation of the Back Office

Achievements for SWISSOTEL Al Murooj – Dubai, UAE

- Revinate (Analyses for Guests online Feedback) 4.7 out of 5.00 (started with 3.3)
- Dubai Trip Advisor rank 46 among 578 Hotels (started with 128)
- Booking.com score 8.6 out of 10 (started with 7.1)
- Meeting upselling targets for upselling and F&B
- Arrival, Departure and Will You Return scores are above 90's (started with 60's)
- OTA's (Online Travel Agency) Satisfaction scores increased
- Elite Club Loyalty program
- In charge of the renovation project of 144 apartments added to the inventory
- Executive Lounge Operation / New opening
- Meeting the Budget Numbers and Planning for saving cost
- Changing and enhancing the VIP amenities

Achievements for Sofitel Hotels & Resorts – Abu Dhabi, UAE

- LQA Auditing (Leading Quality Assurance) 93.60%
 - Abu Dhabi Trip Advisor Rank 06 among 131 Hotels
 - Loyalty Program Enrolments
 - RPS (Reputation Performance Score) 92%
 - Accor Mobile Application downloads 03rd place among Sofitel's
 - Upselling training program targets
 - Retro claim for Loyalty Program points
 - Low turnover target
 - Luxury Upscale meeting for All General Managers of Accor MEA (2015/16/17)
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CAREER DEVELOPMENT

- **2018 – Present: Front Office Manager – Sofitel Hotels & Resorts 262 Keys**
 - ✓ Assign tasks and ensure all staff positions are covered for duration of shift
 - ✓ Field complaints and address visitor concerns
 - ✓ Ensuring New SOPS
 - ✓ Oversee and manage support staff, reception and other departments
 - ✓ Address complaints and requests with quality customer-service skills
 - ✓ Recruit and train new employees
 - ✓ Hotel In Charge – Weekend MOD
 - ✓ Lobby PR
 - ✓ Restructuring the Front Office Yearly Budget
 - ✓ Overseeing the Budget and P&L
 - ✓ Focusing on the Brand Standard and requirements
 - ✓ Supervise the efficient operations of reception including check in/out procedures
 - ✓ Support team members in handling guest requests and enquires to ensure a positive outcome is achieved
 - ✓ Ensure that both the Front Office Manager and Reception Supervisors are kept fully aware of any relevant feedback from Guests and/or other departments
 - ✓ Demonstrate a high level of customer service at all times
 - ✓ Advise team of any special events or VIP Guests in the hotel for events or for general accommodations
 - ✓ Understand thoroughly all hotel room categories, room rates, packages, promotions and other general product knowledge necessary to perform daily duties
 - ✓ Monitor the appearance, standards and performance of the Front Office Team with an emphasis on training and teamwork
 - ✓ Maximize room occupancy and use up-selling techniques to promote hotel services and facilities
 - ✓ Ensure Team Members have a current knowledge of all room categories, room rates, packages, promotions, local area and other general product knowledge necessary to perform their duties
 - ✓ Demonstrate positive leadership characteristics, which inspire Team Members to exceed standards
 - ✓ Act in accordance with fire, health and safety regulations and follow the correct procedures when required
 - ✓ Act in accordance with policies and procedures when working with front of house equipment and property management systems
 - ✓ Follow and adhere to company brand standards
 - ✓ Assist other departments wherever necessary and maintain good working relationships with Team Members
 - ✓ Work with your Manager to identify a specific project to complete during your internship placement

- **2017-2018: Front Office Manager – SWISSOTEL Al Murooj By Accor 536 Keys**
 - ✓ Trains, cross –trains, and retrain all front office personnel
 - ✓ Participates in the selection of front office personnel
 - ✓ Schedules the front office staff
 - ✓ Supervises workload during shifts
 - ✓ Evaluates the job performance for each front office employee
 - ✓ Maintains working relationships and communicates with all departments
 - ✓ Weekend Manager on Duty – Hotel In charge
 - ✓ Verifies that accurate room status information is maintained and properly communicated
 - ✓ Resolves guest problems quickly, efficiently, and courteously
 - ✓ Updates group information. Maintains, monitors, and prepares group requirements Relays information to appropriate personnel
 - ✓ Reviews and completes credit limit report

- ✓ Works within the allocated budget for the front office
- ✓ Receives information from the previous shift manger and passes on pertinent details to the oncoming manager
- ✓ Enforces all cash-handling, check-cashing, and credit policies
- ✓ Conducts regularly scheduled meetings of front office personnel
- ✓ Upholds the hotel's commitment to hospitality
- ✓ Prepare performance reports related to front office
- ✓ Maximize room revenue and occupancy by reviewing status daily. Analyze rate variance, monitor credit report and maintain close observation of daily house count. Monitor selling status of house daily. For an example: flash report, allowance etc.
- ✓ Over view all unpaid payments related to guests
- ✓ Ensure implementation of all hotel policies and house rules
- ✓ Operate all aspects of Front Office computer system, including software maintenance, report generation and analysis, and simple configuration changes
- ✓ Prepare revenue and occupancy forecasting
- ✓ Ensure logging and delivery of all messages, packages, and mail in a timely and professional manner
- ✓ Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guest's managers and other employees
- ✓ VIPs to be revised and shared
- ✓ Review daily front office work and activity reports generated by Night Audit
- ✓ Review Front office log book and Guest feedback forms on a daily basis
- ✓ Maintain an organized and comprehensive filing system with documentation of purchases, vouchering, schedules, forecasts, reports and tracking logs
- ✓ Perform other duties as requested by management

▪ **2013-2017: Assistant Front Office Manager - Sofitel Abu Dhabi Hotels & Resorts 280 Keys**

- ✓ Train, supervise and support front office department which includes Reception, Guest Relation, Concierge, Valet, Lobby, Business Center, Executive Lounge, Call center, SPA and Health Club
- ✓ Handle Government groups and delegates
- ✓ Schedule shifts to ensure a smooth work flow
- ✓ Ensure timely and accurate customer service
- ✓ Handle complaints, feedbacks and specific customers' requests
- ✓ Troubleshoot emergencies
- ✓ Monitor stock and order office supplies
- ✓ Ensure proper mail distribution
- ✓ Prepare and monitor office budget
- ✓ Keep updated records of office expenses, costs and P&L
- ✓ Ensure company's policies and security requirements are met
- ✓ Carry out Weekend Manager-on-Duty
- ✓ Supervise the Night Shift
- ✓ Inspect VIP rooms
- ✓ Meet & Greet VIP and monitor their requests upon arrival and departure
- ✓ Over viewing the employees to ensure that they are punctual
- ✓ Perform other duties as requested by management.
- ✓ Review daily front office work and activity reports generated by Night Audit.
- ✓ Resolves guest problems quickly, efficiently, and courteously
- ✓ Prepare revenue and occupancy forecasting
- ✓ Monitor high balance guest and take appropriate action
- ✓ Evaluates the job performance of each front office employee
- ✓ Conducts regularly scheduled meetings of front office personnel

- **2012-2013:** Night Manager - St. George Landmark Hotel in Jerusalem (201 Keys)
 - **2009-2012:** Night Auditor / Receptionist - Notre Dame Hotel in Jerusalem (176 keys)
 - **2011-2012:** Sales Manager - Tnuva Company, one of the largest and leading dairy products Company in Jordan
 - **2010-2011:** Dining Room Captain / Cold Kitchen Chief - Al-Zahra Hotel in Jerusalem
 - **2009-2010:** Data Analysis with the Medecins Du Monde organization (MDM-France). An international French Medical and humanitarian organization.
 - **2007-2009:** Part Time Stewarding / Housekeeping - Intercontinental, Hyatt & Landmark
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EXPERIENCES

- Cross exposure with Finance department
 - Cross exposure with F&B department
 - Cross exposure as an Operator
 - Cross exposure with Reservations department
 - Cross exposure at the Executive Lounge - Butler training
 - Cross exposure as a Guest Relations heartiest
 - Cross exposure as a Housekeeping heartiest
 - Cross exposure with Sales Team for Sales Blitz
 - Customer service and satisfaction
 - Time Management and Leading Supervision
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COMPUTER & SOFTWARE SKILLS

- A very good user of the Microsoft Windows and Office (Word, Excel, PowerPoint, Access, Project, FrontPage and outlook)
 - Fidelio hotel system
 - Opera hotel system
 - Intimous hotel system
 - Micros system
 - FBM (Food & Beverages Materials)
 - FMC (Food & Materials Control)
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PERSONAL SKILLS

- Strong leadership and communications skills
 - Community orientation and human element focus
 - Precision questioning and answering
 - Effective trouble-shooting process
 - Highly organized, dedicated with a positive attitude
 - Learn new techniques and skills very quickly
 - Ability to work under pressure, long hours and meet deadlines
 - Ability to work within an international team environment
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LANGUAGES

- **Arabic:** mother tongue
 - **English:** fluent
 - **French:** good
 - **Hebrew:** good
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INTERESTS

- Reading Books and Novels
 - Community work
 - Action and Strategy Gamer
 - Keeping up to date with modern technology
 - Watching scientific documentaries
 - Online courses to enhance my experience
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PERSONAL DETAILS

- **Date of birth:** 27-06-1988
 - **Marital status:** Single
 - **Citizenship:** Jordanian
 - **Driving License:** Full/Clean – UAE & Bahrain
 - **Health:** Excellent, non-smoker
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REFERENCES

- Upon request